

Identity and Access Management (IAM)

End User Guide



August 28, 2018



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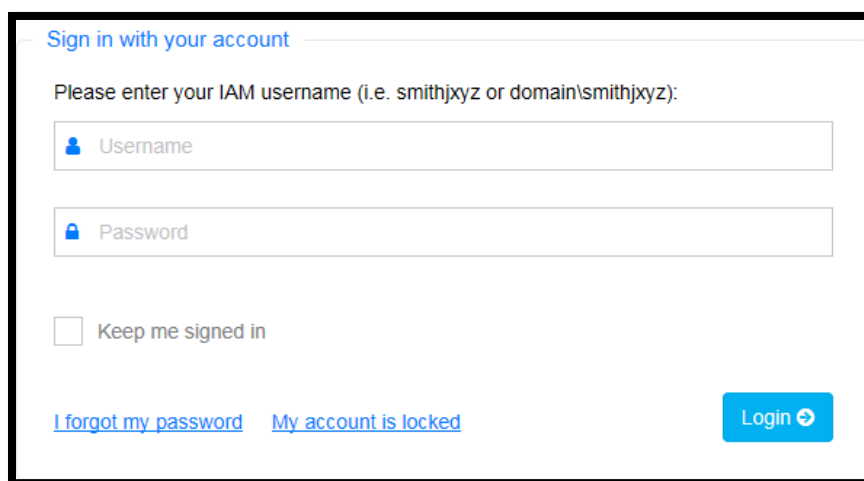
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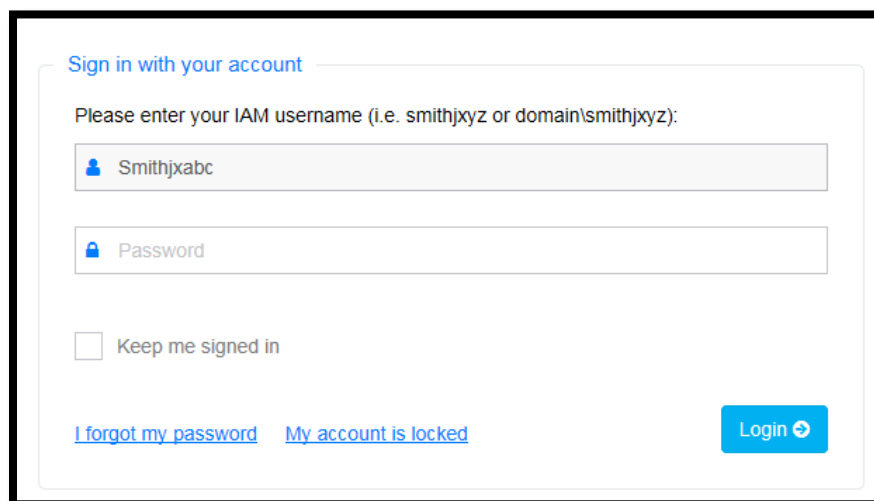
HOW TO ENROLL YOUR ACCOUNT

Enrolling your account requires input from you. It will take a few minutes to complete. IAM screens will walk you through the steps to complete the enrollment process and create your shared secret question and answers.

1. To enroll your account, open a browser (e.g., Internet Explorer) and enter <https://eiam.wisconsin.gov>. The following window will appear:

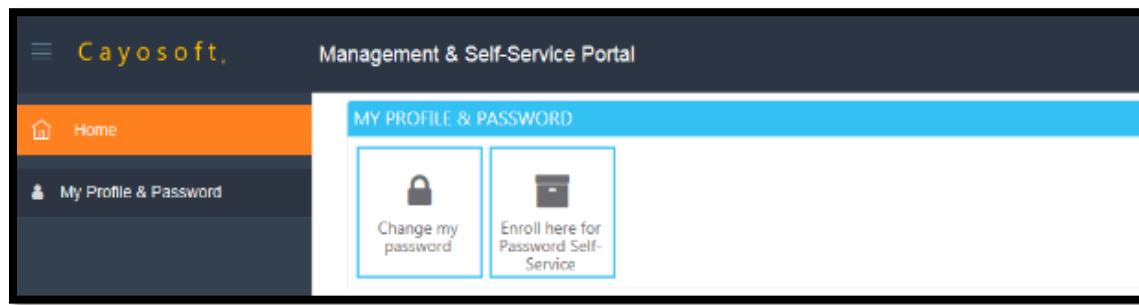
A screenshot of the IAM login page. At the top, it says "Sign in with your account". Below that, it asks the user to "Please enter your IAM username (i.e. smithxyz or domain\smithxyz):". There are two input fields: "Username" and "Password". Below the password field is a checkbox labeled "Keep me signed in". At the bottom left, there are two links: "I forgot my password" and "My account is locked". At the bottom right is a blue "Login" button with a right-pointing arrow.

2. Enter the **IAM Account** or **domain\IAM Account** and password, for example, SmithJxabc or accounts\SmithJxabc. Do not check the box marked *Keep me signed in*. Click *Login*.

A screenshot of the IAM login page, similar to the one above, but with example credentials entered. The "Username" field now contains "SmithJxabc". The "Password" field is empty. The "Keep me signed in" checkbox is still unchecked. The links "I forgot my password" and "My account is locked" are still present at the bottom left, and the blue "Login" button is at the bottom right.



3. The **Management & Self-Service Portal** window will appear. Click on *Enroll here for Password Self-Service*.





Select and Answer Enrollment Questions

The enrollment process allows you to securely recover your account access 24 hours a day, 7 days a week if you forget your password. Choose five questions and provide answers that you can use, exactly as entered, to recover access to your account. These question-and-answer combinations identify you as the owner of this account. The answers are **NOT case sensitive**.

CAUTION

No one else can view your questions and answers, so be sure to use unique, meaningful answers you can remember. If you do forget the answers, you will not be able to use Account Recovery and will need to contact someone in your agency as defined by your agency support procedures.

4. The **Enroll or Update my profile** window will appear.

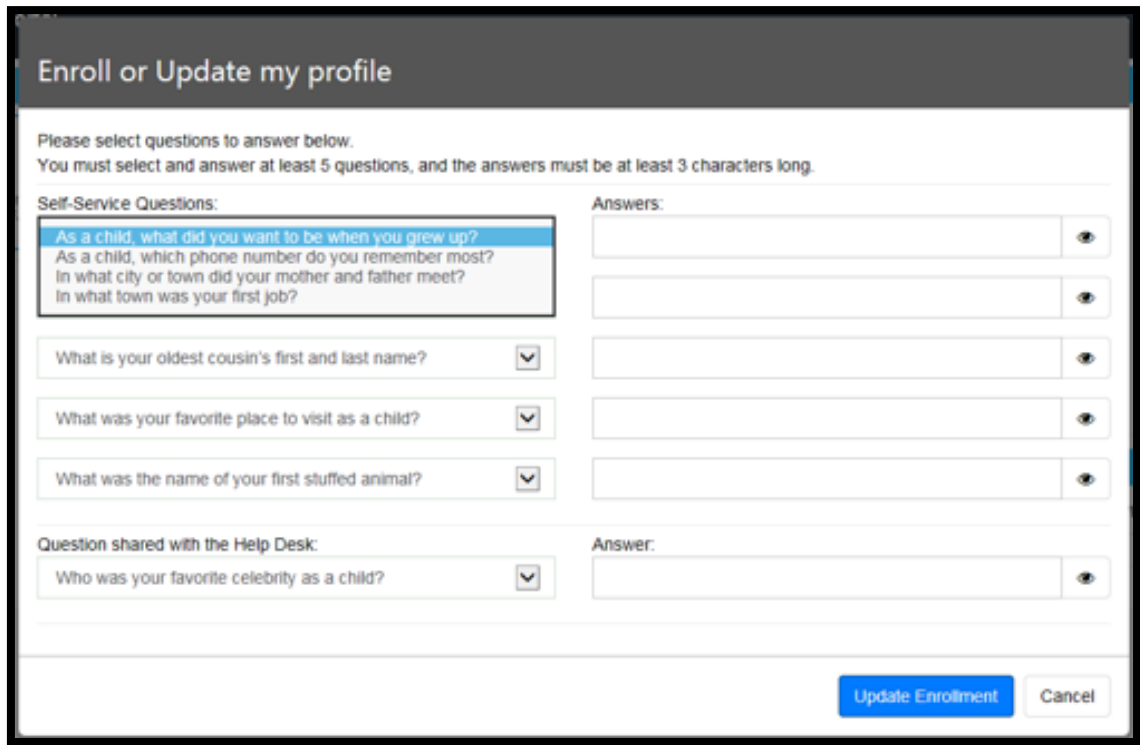
Enroll or Update my profile

Please select questions to answer below.
You must select and answer at least 5 questions, and the answers must be at least 3 characters long.

Self-Service Questions:	Answers:
As a child, what did you want to be when you grew up? ▼	<input type="text"/>
What college did you apply to but did not attend? ▼	<input type="text"/>
What is your oldest cousin's first and last name? ▼	<input type="text"/>
What was your favorite place to visit as a child? ▼	<input type="text"/>
What was the name of your first stuffed animal? ▼	<input type="text"/>

Question shared with the Help Desk:	Answer:
Who was your favorite celebrity as a child? ▼	<input type="text"/>

- Click the dropdown arrow to the right of each question set. Select a question and click on it.



The screenshot shows a web form titled "Enroll or Update my profile". Below the title, it says "Please select questions to answer below. You must select and answer at least 5 questions, and the answers must be at least 3 characters long." The form is divided into two main sections: "Self-Service Questions:" and "Question shared with the Help Desk:". Under "Self-Service Questions:", there are four questions, each with a dropdown arrow to its right. The first question, "As a child, what did you want to be when you grew up?", is highlighted with a blue border. To the right of these questions is a column labeled "Answers:" with four corresponding text input fields, each with a small eye icon to its right. Under "Question shared with the Help Desk:", there is one question, "Who was your favorite celebrity as a child?", with a dropdown arrow to its right. To the right of this question is a single text input field with an eye icon. At the bottom right of the form are two buttons: "Update Enrollment" (in blue) and "Cancel" (in white).

- The question will now appear in the *Question* box. Enter your response in the *Answer* box.



Create a Shared Secret Question and Answer for the Help Desk

- As with the previous sets of enrollment questions, click the downward arrow to the right of the question to open the dropdown menu. Select and click on the question of your choice. It will appear in the *Question* box. Enter your response in the *Answer* box.

Question shared with the Help Desk:

Where did you meet your partner/significant other?



Answer:

NOTE

The shared secret question-and-answer can be seen by your agency security administrator or help desk technician. You will be asked to answer your shared security question to confirm your identity as owner of the account.

- Click on *Update Enrollment*.

Enroll or Update my profile

Please select questions to answer below.
You must select and answer at least 5 questions, and the answers must be at least 3 characters long.

Self-Service Questions:	Answers:
As a child, what did you want to be when you grew up?
What college did you apply to but did not attend?
What school did you attend for sixth grade?
What was your favorite place to visit as a child?
What was your favorite subject in high school?

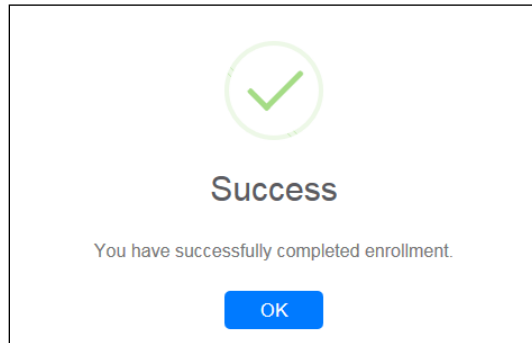
Question shared with the Help Desk:

Where did you meet your partner/significant other?
--	-------

Update Enrollment

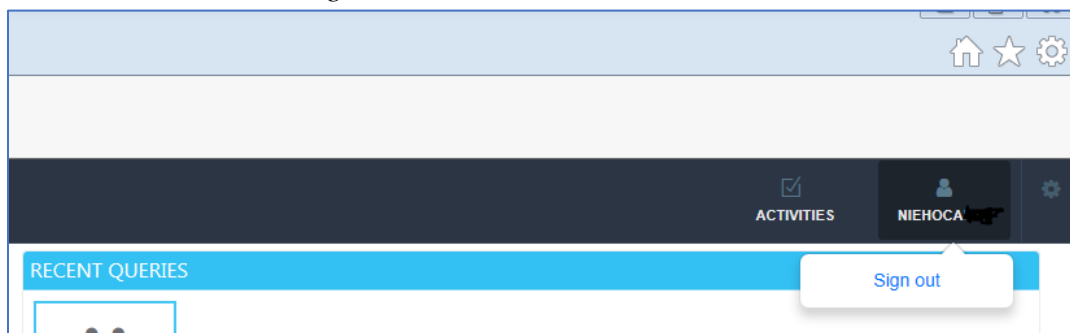
Cancel

9. The **Success** window will appear. Click OK.



Click the OK button.

10. In the upper right corner where your account name appears, click on your account name, and then click *Sign out*.



11. You have now successfully completed the IAM Account enrollment process. You may close the browser window.



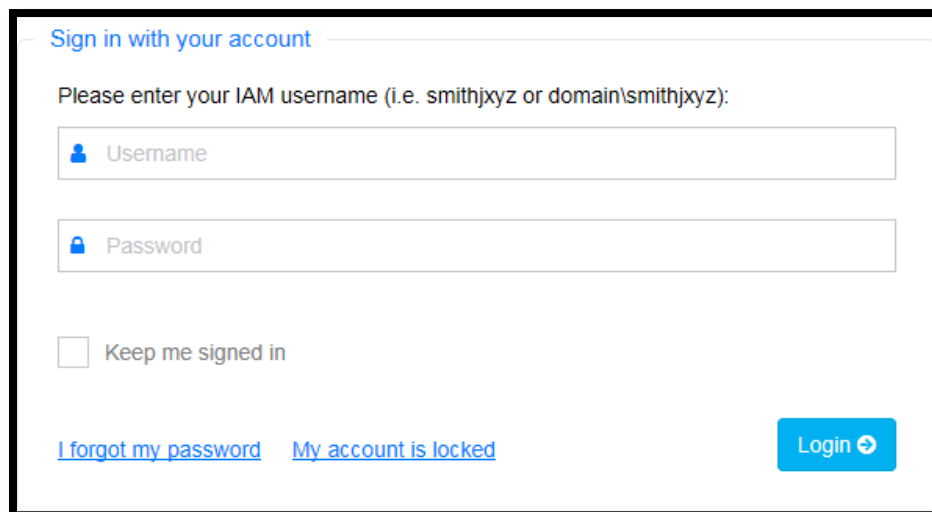
HOW TO RECOVER YOUR ACCOUNT

Reasons You Might Need to Recover Your Account

You may need to recover your account in the event you have enrolled your account and you can't remember your password.

Where to Go

1. To use Account Recovery, open a browser (e.g., Internet Explorer) and enter <https://eiam.wisconsin.gov>.

A screenshot of the Identity and Access Management (IAM) login page. The page has a white background with a thin blue border. At the top, it says "Sign in with your account" in blue. Below that, it prompts the user to "Please enter your IAM username (i.e. smithxyz or domain\smithxyz):". There are two input fields: "Username" with a person icon and "Password" with a lock icon. Below the password field is a checkbox labeled "Keep me signed in". At the bottom left, there are two blue links: "I forgot my password" and "My account is locked". At the bottom right is a blue "Login" button with a right-pointing arrow.

2. Click on *I forgot my password*.



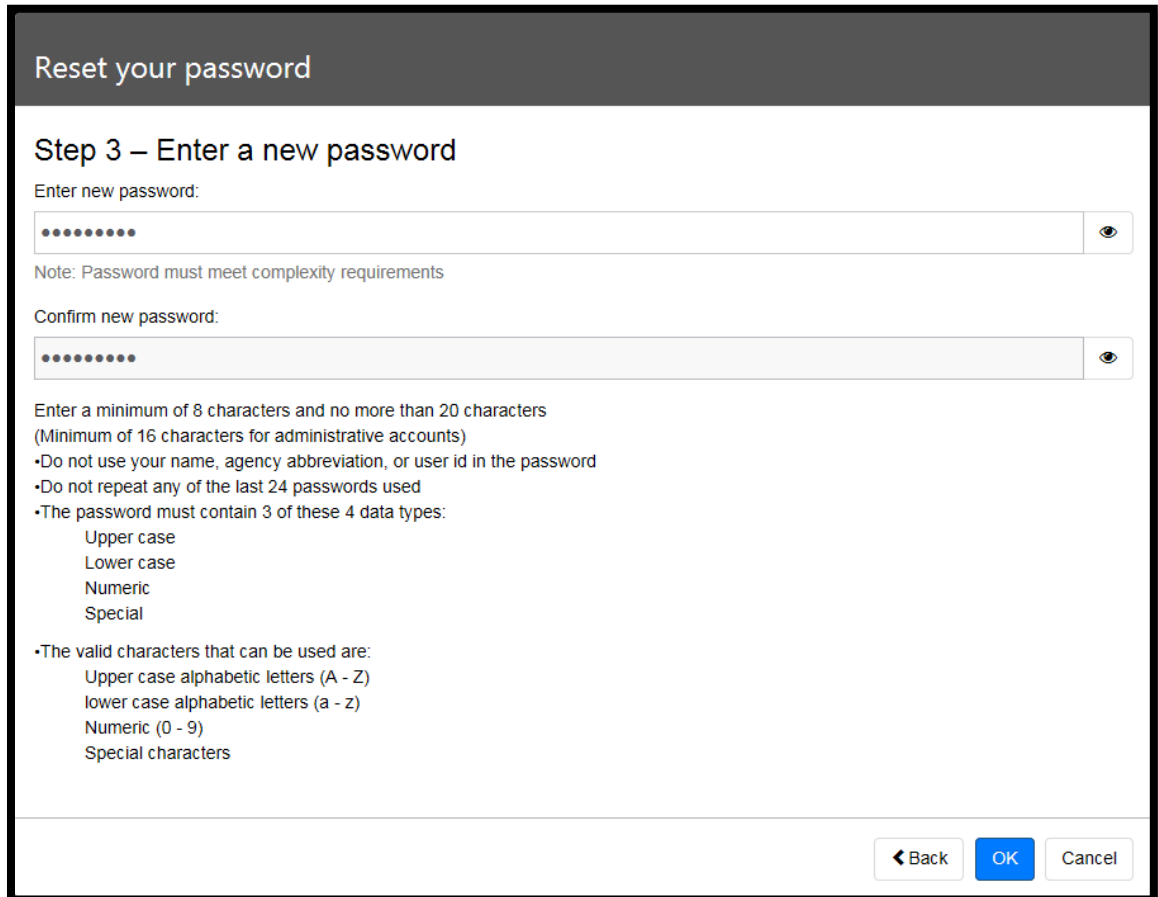
3. Collect your account information. Enter the **IAM account**. Example: SmithJxabc. Click *Next*.

This is a screenshot of a web application window titled "Reset your password". Below the title bar, the heading "Step 1 – User Verification" is displayed. A sub-instruction reads: "To reset your password, begin by entering your user name." Below this, the label "Username" is positioned above a text input field containing the text "smithjxabc". A smaller instruction below the field states: "Enter your user name in using the username@domain.com or the domain/username format." At the bottom right of the form, there are three buttons: a grey "Back" button with a left arrow, a blue "Next" button with a right arrow, and a grey "Cancel" button.

4. Validate your identity. You will be presented with three of the questions you answered when you enrolled. Enter the answer to each question. The answers are **NOT** case sensitive. Click *Next*.

This is a screenshot of a web application window titled "Reset your password". Below the title bar, the heading "Step 2 – User Verification" is displayed. A sub-instruction reads: "Please answer the question using the same answer provided during self-service enrollment." Below this, there are three rows of questions, each with a text input field and a toggle icon (an eye) to the right. The first row's question is "What college did you apply to but did not attend?" with a field containing seven dots. The second row's question is "What was your favorite place to visit as a child?" with a field containing seven dots. The third row's question is "What was your favorite subject in high school?" with a field containing four dots. At the bottom right of the form, there are three buttons: a grey "Back" button with a left arrow, a blue "Next" button with a right arrow, and a grey "Cancel" button.

5. Change your password. Choose a new password that conforms to the requirements. Enter the new password in the *Enter new password* and *Confirm new password* fields. Click OK.



Reset your password

Step 3 – Enter a new password

Enter new password:

.....

Note: Password must meet complexity requirements

Confirm new password:

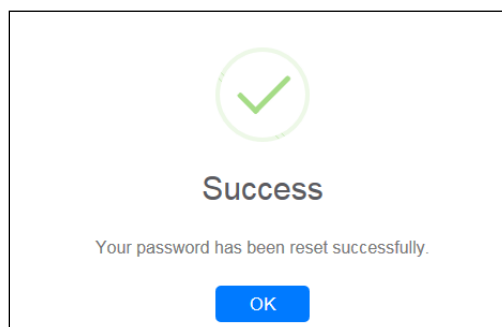
.....

Enter a minimum of 8 characters and no more than 20 characters
(Minimum of 16 characters for administrative accounts)

- Do not use your name, agency abbreviation, or user id in the password
- Do not repeat any of the last 24 passwords used
- The password must contain 3 of these 4 data types:
 - Upper case
 - Lower case
 - Numeric
 - Special
- The valid characters that can be used are:
 - Upper case alphabetic letters (A - Z)
 - lower case alphabetic letters (a - z)
 - Numeric (0 - 9)
 - Special characters

◀ Back OK Cancel

6. Once the password is accepted, the **Success** window will appear. Click OK.





7. You have now successfully completed the IAM Account recovery process. You may close the browser window.



HOW TO UNLOCK YOUR ACCOUNT

Reasons You Might Need to Unlock Your Account

You may need to unlock your account in the event you have enrolled your account and you incorrectly keyed your password four consecutive times.

Where to Go

1. To use Account Recovery, open a browser (e.g., Internet Explorer) and enter <https://eiam.wisconsin.gov>.

A screenshot of the Identity and Access Management (IAM) login page. The page has a white background with a thin blue border. At the top, it says "Sign in with your account" in blue. Below that, it prompts the user to "Please enter your IAM username (i.e. smithxyz or domain\smithxyz):". There are two input fields: "Username" with a person icon and "Password" with a lock icon. Below the password field is a checkbox labeled "Keep me signed in". At the bottom left, there are two blue links: "I forgot my password" and "My account is locked". At the bottom right is a blue "Login" button with a right-pointing arrow.

2. Click on *My account is locked*.



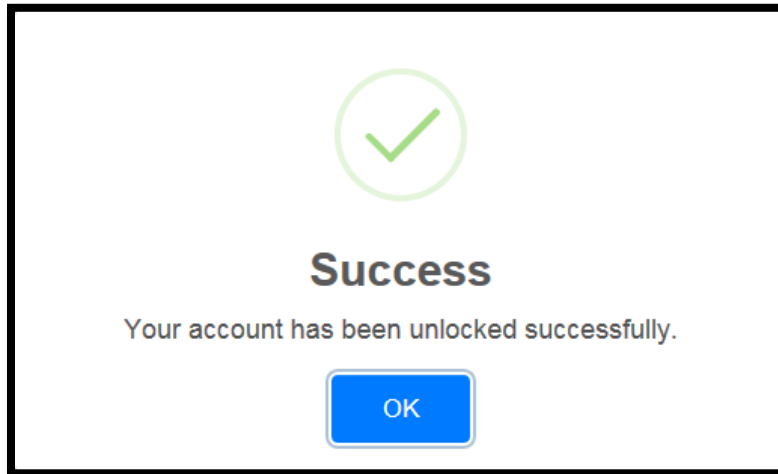
3. Collect your account information. Enter the **IAM account**. Example: SmithJxabc. Click *Next*.

This is a screenshot of a web application window titled "Unlock my Account". Below the title bar, the heading "Step 1 – User Verification" is displayed. A sub-instruction reads: "To unlock your account, begin by entering your user name." Below this, the label "Username" is positioned above a text input field. The input field contains the text "smithjxabc". A smaller instruction below the field states: "Enter your user name in using the username@domain.com or the domain/username format." At the bottom right of the form, there are three buttons: a grey "Back" button with a left arrow, a blue "Next" button with a right arrow, and a grey "Cancel" button.

4. Validate your identity. You will be presented with three of the questions you answered when you enrolled. Enter the answer to each question. The answers are **NOT** case sensitive. Click *Next*.

This is a screenshot of a web application window titled "Unlock my Account". Below the title bar, the heading "Step 2 – User Verification" is displayed. A sub-instruction reads: "Please answer the question using the same answer provided during self-service enrollment." Below this, there are three rows of questions, each with a text input field on the left and a masked input field (represented by dots) on the right. The questions are: "What school did you attend for sixth grade?", "What was your favorite place to visit as a child?", and "What was your favorite subject in high school?". Each masked input field has a small eye icon to its right. At the bottom right of the form, there are three buttons: a grey "Back" button with a left arrow, a blue "OK" button, and a grey "Cancel" button.

5. Once the unlock is complete, the **Success** window will appear. Click OK.



6. You have now successfully completed the IAM Account unlock process. You may close the browser window.



HOW TO MANAGE YOUR ACCOUNT

Under this option you can change your password or select new enrollment questions.

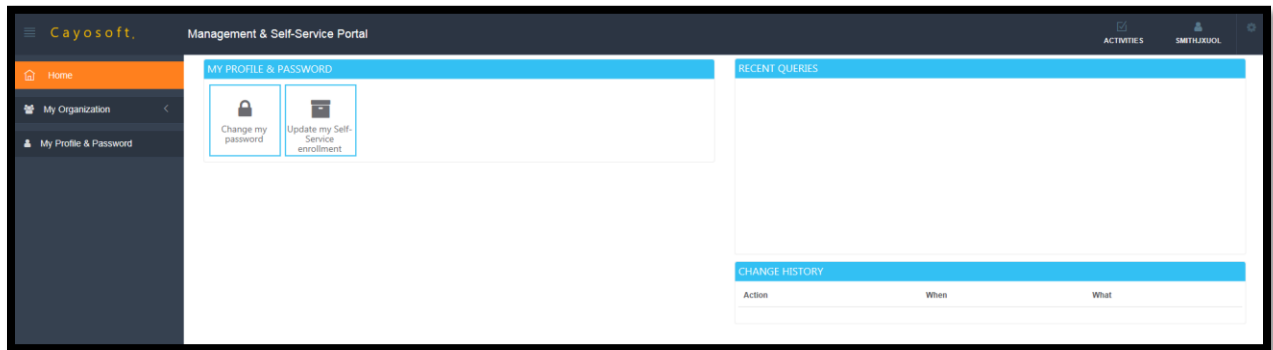
1. To manage your account, open a browser (e.g., Internet Explorer) and enter <https://eiam.wisconsin.gov> in the address bar.

A screenshot of the Identity and Access Management (IAM) login page. The page has a light blue header with the text "Sign in with your account". Below this, there is a form with two input fields: "Please enter your IAM username (i.e. SmithJxyz):" and "Password". The username field has a blue person icon on the left, and the password field has a blue lock icon on the left. Below the password field is a checkbox labeled "Keep me signed in". At the bottom left of the form is a blue link "I forgot my password", and at the bottom right is a blue "Login" button with a right arrow icon. Below the form is a "Network Security Notification" section with a paragraph of text. At the very bottom is a copyright notice: "Copyright © 2013-2018, Cayosoft, Inc. All right reserved, Patent Pending."

2. Enter the **IAM Account** or **domain\IAM Account** and password, for example, SmithJxabc or accounts\SmithJxuabc. Do not check the box marked *Keep me signed in*. Click *Login*.



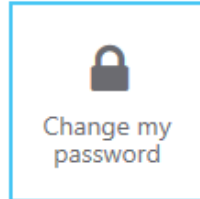
3. The **Management & Self-Service Portal** screen will appear.



Go to Step 4 to change your password. Go to Step 9 to select and answer new enrollment questions.

Create a New Password

4. Click on *Change my password*.



5. The *Change Password* window will appear.

Change Password

Enter your existing password:

Enter new password:

Confirm new password:

Enter a minimum of 8 characters and no more than 20 characters
(Minimum of 16 characters for administrative accounts)

- Do not use your name, agency abbreviation, or user id in the password
- Do not repeat any of the last 24 passwords used
- The password must contain 3 of these 4 data types:
 - Upper case
 - Lower case
 - Numeric
 - Special
- The valid characters that can be used are:
 - Upper case alphabetic letters (A - Z)
 - lower case alphabetic letters (a - z)
 - Numeric (0 - 9)
 - Special characters

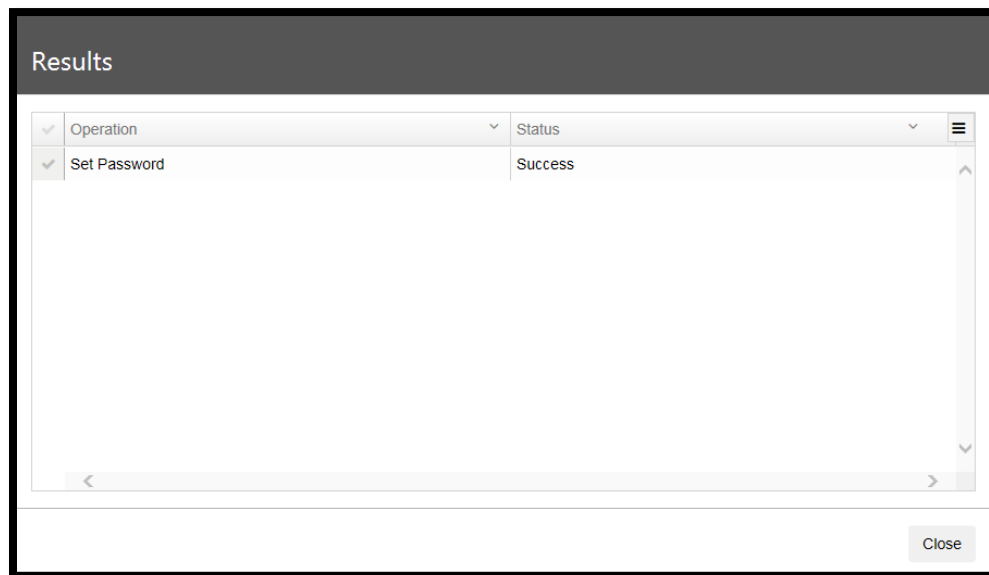


Choose a new password that meets the password requirements noted on the screen.

Enter your existing password in the field of that name.

Enter your new password in the *Enter new password* and *Confirm new password* fields. Click *Change Password*.

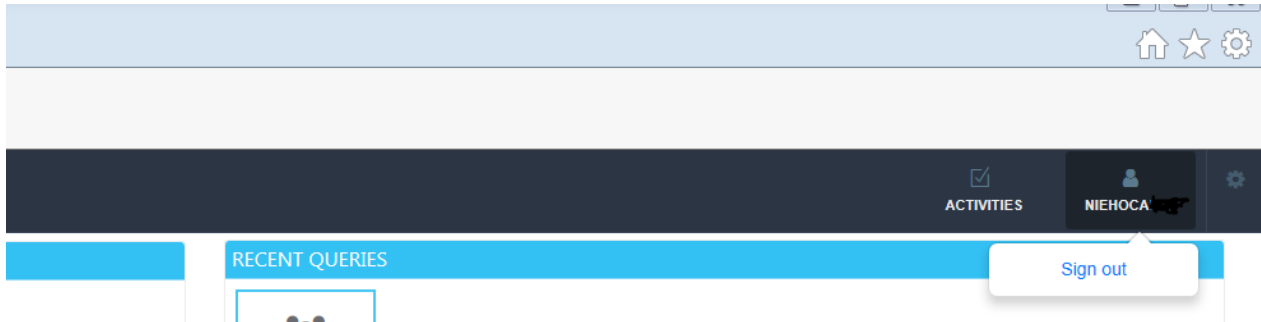
6. When the password is successfully changed, the *Results* screen will appear.



Click the Close button to close the Results screen.

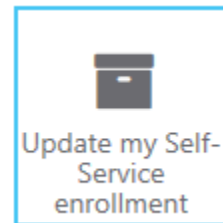


7. In the upper right corner where your account name appears, click on your account name, and then click *Sign out*.



8. You have successfully changed your password. You may close your browser window.

Select and Answer New Enrollment Questions



9. Click on *Update my Self-Service enrollment*.
10. The *Enroll or Update my profile* window will appear.



Enroll or Update my profile

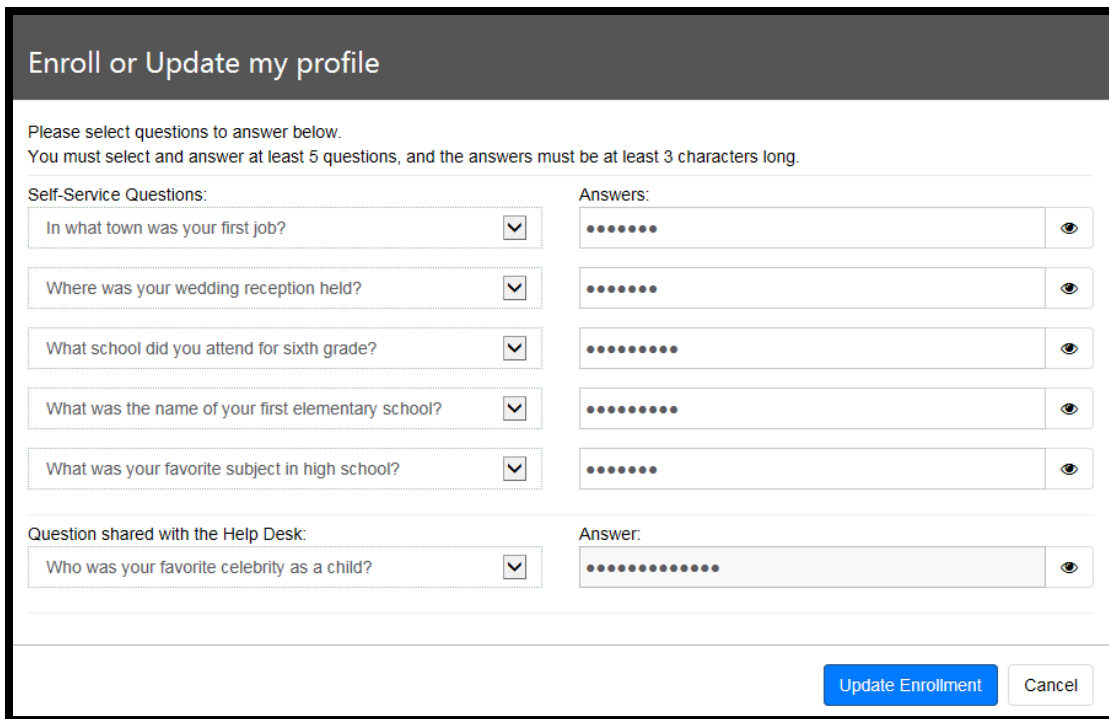
Please select questions to answer below.
You must select and answer at least 5 questions, and the answers must be at least 3 characters long.

Self-Service Questions:	Answers:
<div>In what town was your first job?</div>	<div>.....</div>
<div>Where was your wedding reception held?</div>	<div>.....</div>
<div>What school did you attend for sixth grade?</div>	<div>.....</div>
<div>What was the name of your first elementary school?</div>	<div>.....</div>
<div>What was your favorite subject in high school?</div>	<div>.....</div>
<div>Question shared with the Help Desk:</div>	
<div>Who was your favorite celebrity as a child?</div>	<div>.....</div>

Update Enrollment

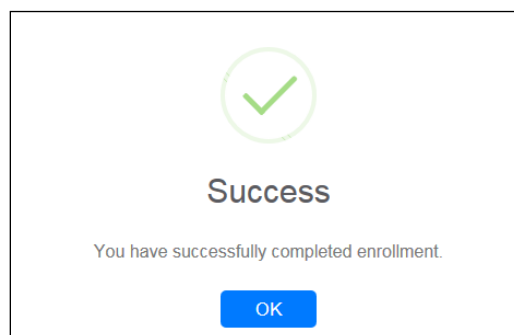
Cancel

11. Click the dropdown arrow to the right of each question set. Select a question and click on it.
12. The question will now appear in the **Question** box. Enter your response in the **Answer** box. You will perform this process five times so that all questions are selected and answered. When you have selected and answered all of your enrollment questions, click on *Update Enrollment*.



The screenshot shows a web form titled "Enroll or Update my profile". Below the title, it says "Please select questions to answer below. You must select and answer at least 5 questions, and the answers must be at least 3 characters long." The form is divided into two main sections: "Self-Service Questions:" and "Question shared with the Help Desk:". Each section has a dropdown menu to select a question and a corresponding text input field for the answer. The "Self-Service Questions:" section has five questions: "In what town was your first job?", "Where was your wedding reception held?", "What school did you attend for sixth grade?", "What was the name of your first elementary school?", and "What was your favorite subject in high school?". The "Question shared with the Help Desk:" section has one question: "Who was your favorite celebrity as a child?". At the bottom right of the form, there are two buttons: "Update Enrollment" (in blue) and "Cancel" (in white).

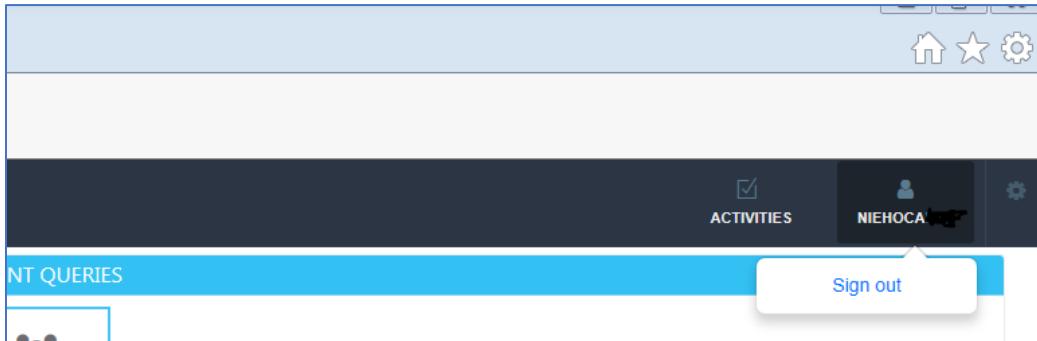
13. When complete, the **Success** window appears.



Click the OK button.



14. In the upper right corner where your account name appears, click on your account name, then click *Sign out*.

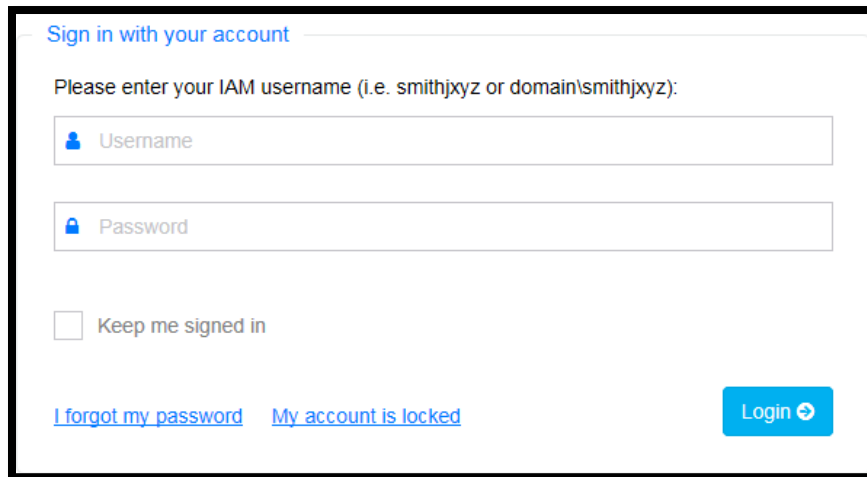


15. You have now completed the re-enrollment process. You may close your browser window.

HOW TO MANAGE EXCHANGE DISTRIBUTION LISTS

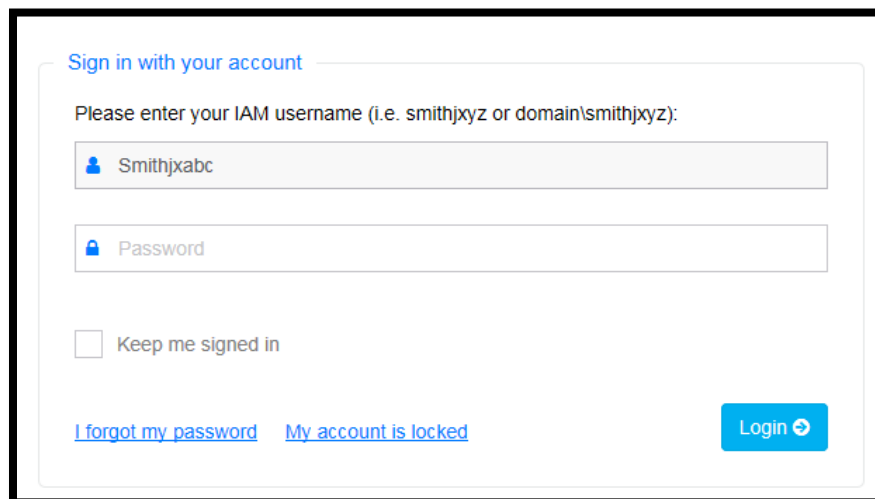
Steps

1. Owners of Exchange Distribution Lists can use Cayosoft to manage the membership of their lists. To do this, open a browser (e.g., Internet Explorer) and enter <https://eiam.wisconsin.gov>. The following window will appear:



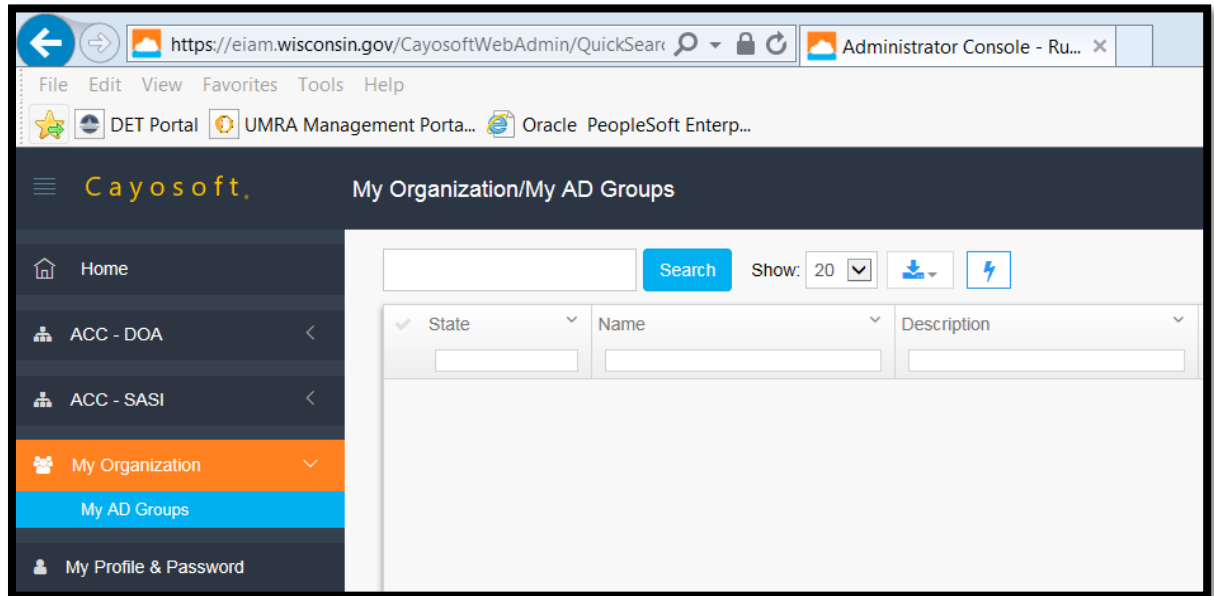
The screenshot shows the 'Sign in with your account' login page. It includes a prompt to enter the IAM username (e.g., smithjxyz or domain\smithjxyz), a username input field with a person icon, a password input field with a lock icon, a 'Keep me signed in' checkbox, and links for 'I forgot my password' and 'My account is locked'. A blue 'Login' button with a right arrow is at the bottom right.

2. Enter the **IAM Account** or **domain\IAM Account** and password, for example, accounts\SmithJabc. Do not check the box marked *Keep me signed in*. Click *Login*.

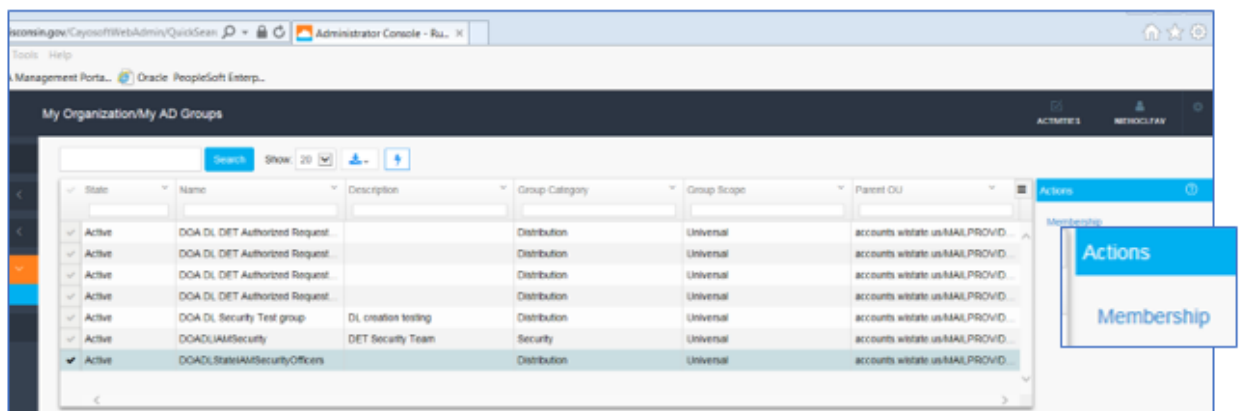


This screenshot shows the same login page as the previous one, but with the username field populated with 'Smithjxabc'. The password field is empty. The 'Keep me signed in' checkbox remains unchecked. The 'Login' button is still present at the bottom right.

- Click on *My Organization*, then *My AD Groups*. Click *Search* to see all Distribution Lists where you are listed as owner.



- Select the list to work with by clicking the checkmark to the left of the list. On the right side of the screen, click *Membership*.



- To remove a member, click on the checkmark next to the name, and then click *Remove member(s)*. Click *Update* to update the list.

Modify Membership on (DOADLStateIAMSecurityOfficers)

Search In: All Scopes

Find: +Add

Enter one or more names or e-mail addresses separated by a ;

Name	Display Name	Parent OU
<input checked="" type="checkbox"/> Adams: Ethan A ~ 2014082109432328		accounts.wistate.us/Staff/Justice
<input checked="" type="checkbox"/> Alarie: David C ~ 2012062114171858		accounts.wistate.us/Staff/UW/UW-Syste...
<input checked="" type="checkbox"/> Anderson: James ~ 8008010921501683		accounts.wistate.us/Staff/DisabilityDete...
<input checked="" type="checkbox"/> Angus: Jim A ~ 9005042717430664		accounts.wistate.us/Staff/Commissioner...
<input checked="" type="checkbox"/> Ankireddy: Mohindar ~ 2017032708453...		accounts.wistate.us/Staff/Corrections/D...
<input checked="" type="checkbox"/> Arriola: Karen J ~ 8011090112431743		accounts.wistate.us/Staff/AgricultureTra...
<input checked="" type="checkbox"/> Aviad: Itsik ~ 2013012413413441		accounts.wistate.us/Staff/AgricultureTra...
<input checked="" type="checkbox"/> Bagha: Jake ~ 2015022612315668		accounts.wistate.us/Staff/Legislature/LE...
<input checked="" type="checkbox"/> Banu: Tasneem X ~ 2015031614483119		accounts.wistate.us/Staff/HistoricalSoci...

Remove member(s) Advanced Search...

Update Cancel

- To add a member, navigate to the *Find* field and key in last name, first name of the person to add. Click +Add to the right of the *Find* field.

Modify Membership on (DOADLStateIAMSecurityOfficers)

Search In: All Scopes

Find: witt, cindy +Add

Enter one or more names or e-mail addresses separated by a ;

Name	Display Name	Parent OU
<input checked="" type="checkbox"/> Adams: Ethan A ~ 2014082109432328		accounts.wistate.us/Staff/Justice
<input checked="" type="checkbox"/> Alarie: David C ~ 2012062114171858		accounts.wistate.us/Staff/UW/UW-Syste...
<input checked="" type="checkbox"/> Anderson: James ~ 8008010921501683		accounts.wistate.us/Staff/DisabilityDete...
<input checked="" type="checkbox"/> Angus: Jim A ~ 9005042717430664		accounts.wistate.us/Staff/Commissioner...
<input checked="" type="checkbox"/> Ankireddy: Mohindar ~ 2017032708453...		accounts.wistate.us/Staff/Corrections/D...
<input checked="" type="checkbox"/> Arriola: Karen J ~ 8011090112431743		accounts.wistate.us/Staff/AgricultureTra...
<input checked="" type="checkbox"/> Aviad: Itsik ~ 2013012413413441		accounts.wistate.us/Staff/AgricultureTra...
<input checked="" type="checkbox"/> Bagha: Jake ~ 2015022612315668		accounts.wistate.us/Staff/Legislature/LE...
<input checked="" type="checkbox"/> Banu: Tasneem X ~ 2015031614483119		accounts.wistate.us/Staff/HistoricalSoci...

Remove member(s) Advanced Search...

Update Cancel



- If multiple names appear, click the checkbox to the left of the mailbox and click *Select* to add. Click *Update*.

Multiple Names Found

More than one object matched the name "witt, cindy". Select one or more names from the list, or, reenter the name.

Matching names:

<input type="checkbox"/>	Name(RDN)	Title	Office	Department	Display Name...	E-Mail Address...	Parent O...
<input type="checkbox"/>	Witt: Cindy ADMIN (IT...			Administration...	Witt, Cindy A -...	CindyL.Witt@...	accounts.v
<input checked="" type="checkbox"/>	Witt: Cindy L ~ 80060...	ESD/OneStop...		Administration...	Witt, Cindy L -...	CindyL.Witt@...	accounts.v

[Select](#) [Skip this user](#) [Cancel](#)

- In the upper right corner where your account name appears, click on your account name, and then click *Sign out*.

RECENT QUERIES

ACTIVITIES NIEHOCA

Sign out

- You have now completed the membership update of an Exchange Distribution List. You may close the browser window.

HOW TO GET HELP

For help, please follow your agency's procedures for password assistance. This may include contacting your agency help desk or agency IAM Security Administrator.